

# IBM Storage Optimization and Integration Services for transformation strategy

*Fortune 1000 global holding company lowers operational expenditures*



## Overview

### ■ **The Challenge**

*A multi-billion dollar holding company, operating a heterogeneous computing environment faced a number of challenges*

### ■ **The Solution**

*MCF solution quickly and cost effectively analyzed interconnected IT and storage environments, determining cost inefficiencies, dependencies and opportunities for improvement—both short-term and long-range*

### ■ **The Benefit**

*Helped manage growth in overall storage environment with only limited services required from vendors*

### **The business challenge**

A multi-billion dollar holding company, operating a heterogeneous computing environment faced a number of challenges:

- *Service Level Agreements (SLAs) with business users were being missed*
- *Processes were largely ad-hoc*
- *Critical information was confined to a few individuals*
- *Storage purchases were mostly reactive in nature*
- *High turn-over among a team of nine people managing the environment*

### **Management Complexity Factor (MCF) tool**

IBM Global Services consultants (IGS) performed an evaluation of the environment with its Management

Complexity Factor tool. The client's operation registered an MCF score of 90—on a scale where one is best and 100 the worst.

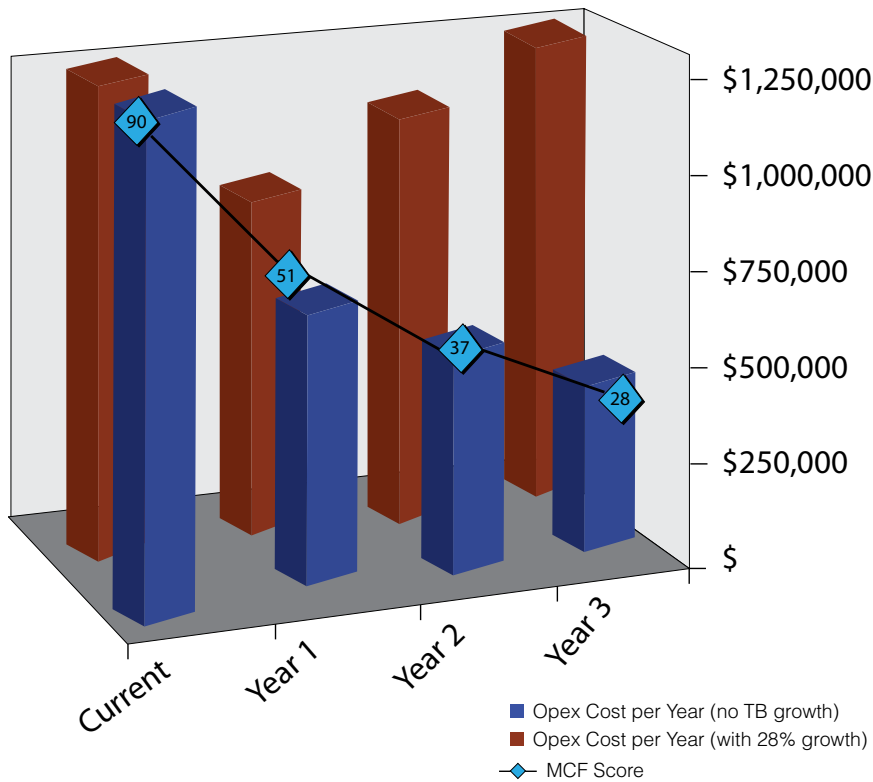
IGS analyzed the findings, and produced a plan to improve the environment—from hardware and software to processes and standards. Eleven months later, the same environment had an MCF of 51, and was managed by a team of five. This same team was able to manage a 31 percent growth in the overall storage environment with only limited services required from vendors.

### **Today**

- *SLAs are being met*
- *Standard processes have been defined and distributed, both for day-to-day management and for interaction with other groups within the company*
- *A strategy for scaling and growing the environment is in place, and is being implemented*

The reduction of the customer's MCF had a marked impact on operational spending, as illustrated on page two.

In the first year operational expenditures dropped by \$306,576



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annually, and the environment grew by 31 percent. Operations were standardized and streamlined, allowing the improved environment to scale more easily.

### How MCF works

The MCF tool quickly and cost effectively analyzes interconnected IT and storage environments, determining cost inefficiencies, dependencies and opportunities for improvement—both short-term and long-range. The MCF focuses on a series of eight metrics that look past common areas of interest and delve deeper to capture the true complexity.

More than an assessment of current state, MCF looks at where IT needs to go and provides tactical, short-term activities that lead to strategic, long-range improvement. Clients receive a roadmap of activities, each tied to an MCF complexity score, enabling them to choose the steps that will most quickly improve their MCF score and as a result their operational costs.

For more information on IBM Storage Optimization and Integration Services for transformation strategy, visit:

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